

THE ARIZONA SURGE LINE

PROTOCOL: Placement of Patients from Out-of-State Facilities

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The Arizona Surge Line provides linkage to higher levels of care within Arizona. Organizations can call the Arizona Surge Line (1-877-787-4329) to obtain connection to an acute care facility with resources and appropriate level of care needed to effectively manage the patient's condition.

This following protocol will be active until Arizona has met a 90% overall occupancy rate as reported to ADHS via EMResource. At that time, the out-of-state sending facility will return to calling Arizona facilities individually to request placement of their patient.

For out-of-state patient transfer requests, the Arizona Surge Line will:

- Ask the sending organization to first contact the originating state's transfer line.
- If the patient is unable to be placed by the state's transfer line, the Arizona Surge Line will link the requesting organization to the most appropriate organization for acceptance per existing protocols.

Notes:

- Southwestern state surge lines will be provided a copy of this protocol, the number for the Arizona Surge Line, and the lower level of care protocols.